



State of Florida
Department of Children and Families

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Office of Inspector General

Enhancing Public Trust in Government

REDACTED

OLG Investigation

2010-0021

June 14, 2010

Sheryl G. Steckler
Inspector General

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accountability and integrity of State Government.”***



Mission: Protect the Vulnerable, Promote Strong and Economically Self-Sufficient Families, and
Advance Personal and Family Recovery



DEPARTMENT OF CHILDREN AND FAMILIES

OFFICE OF INSPECTOR GENERAL

George H. Sheldon
Secretary

Investigative Report
Case Number: 2010-0021



Sheryl G. Steckler
Inspector General

INTRODUCTION

The Department of Children and Families (Department) contracts with Community Based Care¹ (CBC) Provider Hillsborough Kids, Inc.² (HKI) through contract #QJ00R (effective July 1, 2009 through June 30, 2012). According to the contract, HKI is to provide foster care and related services in Hillsborough County (Circuit 13). To help provide those services, HKI subcontracts with Family Enrichment Center, Inc.³ (FEC) under contract #HKIH130 (effective July 1, 2009 through June 30, 2010).

On February 22, 2010, HKI Vice-President of Program Administration Judy Wichterman reported to the Office of Inspector General (OIG) that FEC submitted the [REDACTED]⁴ relicensing packet (file) to HKI on February 15, 2010, for a quality review prior to submission to the Department. Upon review on February 18, 2010, an HKI Licensing Specialist noted that the home visit dates reported on the relicensing audit checklist⁵ prepared by former⁶ FEC Family Development Specialist (FDS) Olawale ("Wale") Oyegunle did not match the home visits documented in Kids Direct.⁷

On February 19, 2010, this discrepancy was reported to FEC, at which time FEC Executive Director Olga Stirrup and FEC Program Director Judy Rowland-Smith audited the file and Mr. Oyegunle's mileage records. On February 20, 2010, Ms. Stirrup reported that the information submitted by Mr. Oyegunle was false as there was no documentation to corroborate or validate the documented home visits.

Based on the information provided by Ms. Wichterman, the OIG subsequently initiated an investigation.

ALLEGATION AND FINDINGS

Allegation

Family Enrichment Center, Inc. Family Development Specialist Olawale ("Wale") Oyegunle was not in contractual or policy compliance by failing to conduct a

¹ Community-Based Care is a comprehensive redesign of Florida's Child Welfare System. It combines the outsourcing of foster care and related services to competent service agencies with an increased local community ownership of service delivery and design.

² Hillsborough Kids, Inc. (HKI) is a non-profit agency created out of a three-year community planning process specifically to perform the duties of the Lead Agency for Community-Based Care in Hillsborough County.

³ Family Enrichment Center, Inc. (FEC) is a private, faith-based, not-for-profit child-placing agency.

⁴ Foster Parents (FP) [REDACTED]. FEC files are maintained by FP name(s).

⁵ "HKI Relicensing Packet Submission Compliance Certification" form.

⁶ Effective March 15, 2010, Mr. Oyegunle was no longer employed by FEC.

⁷ Kids Direct is the HKI internal data system used by HKI and its subcontract providers to record all licensing activity.

required quarterly relicensing home visit, and by entering incorrect home visit dates on a foster home relicensing packet. If supported, the allegation would constitute a violation of Attachment I, B. 1. a. 2) and 3), 2. d. 1), HKI Contract #QJ00R; Terms of Agreement 9., Exhibit A II. A. 12, Exhibit B 5. and 6., FEC Contract #HKIH130;); and #200.016 HKI System of Care Policy Manual.

Findings

The information obtained **supports** the allegation.

Testimony of HKI Licensed Care Specialist Marina Albritton

Ms. Albritton related that on February 18, 2010, as a part of her normal job duties, she was reviewing the [REDACTED] foster home relicensing file; which had been submitted to HKI on February 15, 2010 by FEC. During her review of this file, Ms. Albritton said she noticed that the handwritten "Quarterly Home Visit Dates" on the packet (July 16, 2009, August 23, 2009, and November 9, 2009) did not match with the home visits documented in Kids Direct (July 2, 2008, August 7, 2008, January 8, 2010, and January 25, 2010), or with any other documentation contained within the relicensing file. Ms. Albritton indicated that on February 19, 2010, she reported this discrepancy to her supervisor (HKI Traditional Foster Care Manager Denise Parker) via e-mail, and on that same day, provided Ms. Parker with a sticky note reflecting the dates of the home visits reflected on the FEC packet, as well as the dates documented in Kids Direct.

Testimony of HKI Traditional Foster Care Manager Denise Parker

Ms. Parker confirmed the testimony of Ms. Albritton. Ms. Parker also stated that on that same day (February 19, 2010), she notified HKI Foster Parent Program Director Donna Krauser about the discrepancies (home visit dates) in the relicensing file which had been submitted by FEC. Additionally, Ms. Parker indicated that she sent an e-mail to FEC Program Director Judy Rowland-Smith⁸ advising her of the discrepancies, and requested that Ms. Smith look into this matter and report back to HKI by the close of business (COB) on Monday, February 22, 2010.

Ms. Parker indicated that the [REDACTED] relicensing packet had been sent to the Department on February 23, 2010, and that the packet was approved by the Department and entered into the Interim Child Welfare Services Information System⁹ on March 9, 2010.

Testimony of FEC Operations Director Judy Rowland-Smith

Ms. Rowland-Smith acknowledged receiving Ms. Parker's February 19, 2010 e-mail. Ms. Rowland-Smith indicated that on that same day, she informed FEC Executive Director Olga Stirrup of Ms. Parker's e-mail and of a possible occurrence of falsification of documents by Mr. Oyegunle. Ms. Rowland-Smith said that she also advised Ms. Stirrup that she (Ms. Rowland-Smith) had reviewed Kids Direct and confirmed that the

⁸ Copies of the e-mail were also sent to Ms. Krauser and to FEC Executive Director Olga Stirrup.

⁹ Interim Child Welfare Services Information System (ICWSIS) is the Department's automated system containing invoice data pertaining to services provided to children under the Department's supervision. The ICWSIS is the state's primary audit record for client specific expenditures.

home visit dates in question were not documented in the database (Kids Direct). Ms. Rowland-Smith indicated that they (Ms. Rowland-Smith and Ms. Stirrup) reviewed the [REDACTED] file to determine if it contained any signed home visit forms (FEC Monthly Visitation Checklist¹⁰) which would support the questioned dates. After reviewing the [REDACTED] file, Ms. Rowland-Smith reported that neither she nor Ms. Stirrup were able to locate any home visit forms for the dates in question; therefore, they (Ms. Rowland-Smith and Ms. Stirrup) decided to review Mr. Oyegunle's travel sheets (Travel and Mileage Log), and again they were unable to locate any corroboration of the alleged home visits.

On February 19, 2010, Ms. Rowland-Smith contacted [REDACTED], who confirmed seeing Mr. Oyegunle on two occasions in January 2010¹¹ and on one occasion in February 2010.¹² Ms. Rowland-Smith claimed that [REDACTED] also told her that Mr. Oyegunle had not been to their ([REDACTED]) residence prior to the January 2010 home visit.¹³ Ms. Rowland-Smith went on to say that [REDACTED] mentioned to her that Mr. Oyegunle had spoken to her ([REDACTED]) on the telephone in December 2009 (no date provided) and told her he (Mr. Oyegunle) would be visiting the residence in January 2010. Per Ms. Rowland-Smith, [REDACTED] told her that they ([REDACTED]) did not need any additional services;¹⁴ therefore, they did not call FEC.

Ms. Rowland-Smith indicated that on February 19, 2010, she reported back to Ms. Stirrup what [REDACTED] had told her. Ms. Rowland-Smith went on to say that on February 20, 2010, Ms. Stirrup telephoned HKI Foster Parent Program Director Donna Krauser, and informed her of the results of the FEC inquiry regarding the alleged [REDACTED] home visits documented by Mr. Oyegunle for July 16, 2009, August 23, 2009, and November 9, 2009.

Ms. Rowland-Smith advised that on February 22, 2010, she and Ms. Stirrup met with Mr. Oyegunle and informed him that he was being suspended effective that date, and that the matter was being referred to the OIG. Ms. Rowland-Smith indicated that Mr. Oyegunle acknowledged no wrong-doing and indicated that he must have become confused and picked up the wrong home visit dates in the file by mistake. In regards to the submission of the [REDACTED] relicensing packet, Ms. Rowland-Smith offered the following sequence of events:

- February 11, 2010 - Mr. Oyegunle submits the packet reflecting home visits conducted on January 8, 2010, January 25, 2010, and February 9, 2010,¹⁵ to Ms. Rowland-Smith for review.
- February 15, 2010 - Ms. Rowland-Smith reviews the packet and returns it to Mr. Oyegunle instructing him to review the file and to record additional quarterly

¹⁰ FEC form used to document home visits. The completed form is to be signed by both the FP and the FDS.

¹¹ Later determined to be January 8, 2010 and January 25, 2010.

¹² Later determined to be February 9, 2010.

¹³ Mr. Oyegunle was assigned to the [REDACTED] case on August 29, 2009.

¹⁴ Per Ms. Rowland-Smith, the [REDACTED] license is child specific, for a child they are in the process of adopting.

¹⁵ OIG review of the [REDACTED] relicensing file revealed that the file contained documentation signed by [REDACTED] (Monthly Visitation Checklists and a Home Study) supporting these home visit dates.

home visit dates,¹⁶ that were either conducted by him or by any other FEC personnel during the yearly licensing period.

- February 15, 2010 - Mr. Oyegunle re-submits the packet containing the additional home visit dates of July 16, 2009, August 23, 2009, and November 9, 2009, to Ms. Rowland-Smith.
- February 15, 2010 - Mr. Oyegunle hand-carries the packet and delivers it to HKI.
- February 19, 2010 - Ms. Parker informs Ms. Rowland-Smith that the 2009 home visits are not documented in Kids Direct.
- February 19, 2010 - Ms. Rowland-Smith and Ms. Stirrup review the file and determine there is no documentation to support the alleged 2009 home visits.
- February 22, 2010 - Ms. Rowland-Smith submits a packet Addendum to HKI.

Ms. Rowland-Smith reported that FEC FDS Diana Cadle had been assigned the [REDACTED] case, but that Ms. Cadle left FEC in May 2009 (cannot recall exact date), and that FEC FDS Latoya Randolph temporarily covered the case for approximately two months. Ms. Rowland-Smith went on to say that Mr. Oyegunle was assigned the [REDACTED] case on August 29, 2009.

In response to an OIG inquiry on March 23, 2010, Ms. Rowland-Smith called and advised that Ms. Randolph did conduct a home visit with [REDACTED] on July 23, 2009, and that the contact sheet for the visit was in the FEC [REDACTED] adoption file as opposed to the licensing file. Ms. Rowland-Smith stated she reviewed the adoption file but could not locate any documentation for the August and November 2009 visits.

Testimony of FEC Executive Director Olga Stirrup

Ms. Stirrup confirmed the testimony of Ms. Rowland-Smith. Additionally, Ms. Stirrup advised that on Saturday, February 20, 2010, she telephoned Ms. Krauser and informed her of the results of the FEC inquiry regarding the alleged [REDACTED] home visits documented by Mr. Oyegunle for July 16, 2009, August 23, 2009, and November 9, 2009.

Ms. Stirrup advised that on February 22, 2010, she and Ms. Rowland-Smith met with Mr. Oyegunle to discuss this matter and that Mr. Oyegunle acknowledged no wrongdoing, and indicated it (incorrect information) was simply a mistake, not an intentional act.

Testimony of HKI Foster Parent Program Director Donna Krauser

Ms. Krauser confirmed the information contained in the Introduction Section of this report, as well as the testimony of Ms. Albritton, Ms. Parker, and Ms. Stirrup. Ms. Krauser advised that HKI is the CBC Lead Agency in Hillsborough County and that HKI subcontracts with FEC for the licensing of Out-of-Home Care¹⁷ providers. Ms. Krauser indicated that HKI functions as a "pass through" between the Department and the

¹⁶ FEC HKI Contract #HKIH130 requires, at a minimum, that quarterly (once every three months) home visits be conducted by licensing staff, while Rule 65C13.028, F.A.C., only requires one annual visit.

¹⁷ Out-of-Home Care means the placement of a child in licensed and non-licensed settings, arranged and supervised by the Department or contracted service provider, outside of the home of the parent.

subcontract Child-Placing Agency¹⁸ (FEC) for the licensing (licensing and relicensing) of caregivers. Ms. Krauser advised that FEC submits caregiver licensing files to HKI for review and validation prior to HKI submitting the files to the Department for licensing.

Ms. Krauser confirmed that FEC's and Mr. Oyegunle's specific responsibilities pertain to the caregivers, not the children, and as such, enter notes into Kids Direct rather than the Florida Safe Families Network¹⁹ (FSFN). Ms. Krauser indicated that HKI is looking into a possible systems interface linking the Kids Direct notes with FSFN; however, Kids Direct is currently the official HKI record pertaining to licensing.

Testimony of HKI VP Program Administrator Judy Wichterman

Ms. Wichterman advised that she has no direct knowledge of the incident involving Mr. Oyegunle, and that Ms. Krauser provided her with the information used to complete the OIG Notification/Investigation Request form dated February 22, 2010.

Testimony of FP [REDACTED]

[REDACTED] reviewed her 2010 home calendar and confirmed that the first time she met Mr. Oyegunle was when he visited her residence on January 8, 2010 at 2:00 PM. [REDACTED] advised that Mr. Oyegunle also visited her residence on January 25, 2010 at 5:00 PM, and again on February 9, 2010 at 5:30 PM. [REDACTED] went on to say that the February 9, 2010 visit was the only time that her husband ([REDACTED]) was also present, as that is when they signed the FEC home study (Licensed Out-of-Home Caregiver Relicensing Summary).

[REDACTED] related that her previous FEC FDS was Ms. Cadle, and that Ms. Cadle left FEC sometime around May 2009 (cannot recall exact date). [REDACTED] claimed that Ms. Randolph was temporarily assigned to her case, and that Ms. Randolph conducted a home visit during the Summer of 2009 (cannot recall exact date, but believes it may have been either June 2009 or July 2009²⁰). [REDACTED] indicated that approximately one month after Ms. Randolph's visit, she received a telephone call from Mr. Oyegunle and that during this discussion, Mr. Oyegunle told her ([REDACTED]) that he was the new FDS assigned to the case. [REDACTED] advised that her next contact with Mr. Oyegunle was in December 2009 (cannot recall exact date) when he called her and said that he would be visiting her on January 8, 2010.

[REDACTED] indicated that no FEC personnel conducted a home visit with her from the Summer of 2009 (Ms. Randolph's visit) until Mr. Oyegunle's visit on January 8, 2010. [REDACTED] is certain that no FEC FDS ever conducted a home visit at her residence on a Sunday (August 23, 2009), and that based upon the proximity of the November 9,

¹⁸ Child-Placing Agency means any person, corporation, or agency, public or private (other than the parent or legal guardian of the child or an intermediary), that is licensed pursuant to Section 409.175, F.S., and places or arranges for the placement of a child in a family foster home, residential child caring agency, or approved adoptive home, or any corporation or agency under contract with the Department as a Lead Agency.

¹⁹ The Florida Safe Families Network (FSFN) is Florida's federally funded Statewide Automated Child Welfare Information System that provides information to support multiple community-based organizations and Sheriff's offices, in partnership with the State of Florida, to identify victims of abuse and neglect.

²⁰ Later determined to be July 23, 2009.

2009 visit to the birth of her child (October 29, 2009), she is also certain that visit never occurred.

██████████ reviewed the FEC Monthly Visitation Checklists dated January 8, 2010, January 25, 2010, February 9, 2010, and the Licensed Out-of-Home Caregiver Relicensing Summary dated February 9, 2010, and identified her signature on all of these documents. ██████████ went on to say that Ms. Randolph's home visit was a regular visit and that there should be a signed checklist for that visit.

██████████ related that she "is in it (foster parenting) to adopt", and described herself as "low maintenance." ██████████ claimed that she and her husband did not need any help and that Devereux Case Manager Danna Johnson-Brown visited them every month. Because of this, ██████████ said she saw no need to call FEC when the FDS home visits stopped.

Testimony of former FEC FDS Olawale ("Wale") Oyegunle

Mr. Oyegunle advised that he was assigned to the ██████████ case late last year, "around August 2009 or September 2009." Mr. Oyegunle claimed that he first visited the ██████████ residence in January 2010, and that he conducted a total of three home visits; two visits in January 2010, and one visit in February 2010. Mr. Oyegunle could not recall conducting any other home visits at the ██████████ residence, and said that it was possible he did not visit the ██████████ residence last year (2009).

Mr. Oyegunle reviewed and identified his signature on the ██████████ Relicensing Packet Submission Compliance Certification, which he completed and signed on February 8, 2010. Mr. Oyegunle related that the completed form was submitted to Ms. Rowland-Smith, who on February 15, 2010, returned the form to him for the entry of additional home visit dates. Mr. Oyegunle advised that the three typed home visit dates on the form (January 8, 2010, January 25, 2010, and February 9, 2010) were for visits he had completed. After receiving the packet back from Ms. Rowland-Smith, Mr. Oyegunle indicated that he began reviewing the ██████████ file for additional home visits conducted by other FEC employees; entered the three handwritten dates; and returned the relicensing packet to Ms. Rowland-Smith that same day.

Mr. Oyegunle explained that the first handwritten home visit date on the ██████████ Relicensing Packet Submission Compliance Certification (November 9, 2009) was a simple mistake on his part. In reviewing the ██████████ file, Mr. Oyegunle claimed that he saw a Monthly Visitation Checklist dated January 9, 2009 (1/9/09), which was filed out of order, and that he thought it was November 11, 2009 (11/9/09). Mr. Oyegunle was certain that the ██████████ file contained a Monthly Visitation Checklist dated January 9, 2009, and that he just misread the date. When asked by the OIG Investigator what if the ██████████ file is reviewed and there is no January 9, 2009 Monthly Visitation Checklist, to which Mr. Oyegunle answered "Trust me there is one."²¹

²¹ See page 8 of this report, FEC Monthly Visitation Checklist, for verification of the January 9, 2009 home visit.

Mr. Oyegunle advised that in January 2010 he completed five relicensing packets. Mr. Oyegunle stated that in February 2010, he completed four relicensing packets and had two additional families that relocated. Mr. Oyegunle also indicated that he had several more relicensing packets scheduled for April 2010, so he was "shuffling files." Mr. Oyegunle went on to say that he admits the other handwritten dates, August 23, 2009 (8/23/09) and July 16, 2009 (7/16/09), were not correct, but that he may have misread the information in the [REDACTED] file or accidentally "picked up" or "wrote down" the home visit dates from other files on his desk (cannot recall which files); not necessarily the [REDACTED] relicensing or adoption files.

Mr. Oyegunle stated that he accepts responsibility for mis-reading one of the home visit dates (November 9, 2009) from the [REDACTED] file, and that he also accepts responsibility for incorrectly recording the dates (August 23, 2009 and July 16, 2009) from other unknown cases on the [REDACTED] relicensing packet. Mr. Oyegunle denied fabricating the dates in question, and stated that he would never do that as he is well aware of the "severity" of falsifying records.

In an attempt to identify from which case Mr. Oyegunle incorrectly "picked up" the August 23, 2009 date from, the OIG Investigator asked Mr. Oyegunle for the name of the case he completed the Sunday, August 23, 2009 home visit on, and Mr. Oyegunle answered that he has in the past conducted Sunday home visits. The OIG Investigator then showed Mr. Oyegunle a copy of his August 2009 Travel and Mileage Log (which contains his previously identified signature), and again asked which case being "shuffled" did he visit on August 23, 2009. Mr. Oyegunle acknowledged that the log showed no claimed travel on August 23, 2009. Mr. Oyegunle surmised that the August 23, 2009 home visit date probably came from a file assigned to him after August 2009.

Mr. Oyegunle initially answered that he waited until January 2010 to visit the [REDACTED] household because he did not know the [REDACTED] case had been transferred to him until December 2009 (no specific date provided). Mr. Oyegunle was then asked by the OIG Investigator to explain how he knew to call [REDACTED] in August 2009 to identify himself as her new FDS if he did not know the case had been transferred to him until December 2009. Mr. Oyegunle then answered by saying that the [REDACTED] family did not need to be visited because they were adopting.

Mr. Oyegunle claimed that he visited the [REDACTED] residence in January 2010 and February 2010, because their foster home license needed to be renewed. Mr. Oyegunle said that they needed a license because they had a foster child in their home, and then said that he did not know why he did not make the required visit(s). Based upon the fact that the [REDACTED] case was assigned to him on August 29, 2009, Mr. Oyegunle reluctantly admitted that he should have conducted a home visit in either September 2009 or October 2009, and that he should not have waited until January 2010 to conduct his first home visit. Mr. Oyegunle accepted responsibility for not meeting his home visit requirements for the [REDACTED] family.

FEC Travel Records

An OIG review of Mr. Oyegunle's FEC Travel and Mileage Logs revealed no claimed travel to the [REDACTED] residence in July 2009, August 2009, or November 2009. Mr. Oyegunle did declare travel to the [REDACTED] residence in January 2010 and February 2010.

FEC Monthly Visitation Checklist

An OIG review of FEC Monthly Visitation Checklists revealed documents signed by [REDACTED] on July 23, 2009, January 8, 2010, January 25, 2010, and February 9, 2010; however, no signed documents were located for the alleged August 23, 2009 and November 9, 2009 home visits. The [REDACTED] file does contain a Monthly Visitation Checklist dated January 9, 2009.

ADDITIONAL INFORMATION

FEC Executive Director Olga Stirrup advised that effective March 1, 2010, FEC now reviews Kids Direct as well as home visit forms (Monthly Visitation Checklist) to ensure that the dates of home visits reflected on licensing/relicensing packets are correctly documented. Additionally, Ms. Stirrup advised that on licensing/relicensing packets, another level of peer review has been created.

RISK ASSESSMENT

FEC Operations Director Judy Rowland-Smith confirmed that at the time Mr. Oyegunle was suspended (February 22, 2010), his caseload consisted of 30 families (containing 36 foster parent clients). Ms. Rowland-Smith indicated that on an as needed basis during the period of February 22, 2010 through February 28, 2010, Mr. Oyegunle's caseload was covered by other FDS personnel, and that on March 1, 2010, a new FDS was hired and assigned to Mr. Oyegunle's caseload. Ms. Rowland-Smith advised that the average caseload for an FDS is 30 families.

Ms. Rowland-Smith advised that on February 22, 2010, she began an audit of Mr. Oyegunle's caseload and completed the audit on February 25, 2010. Ms. Rowland-Smith indicated that the audit revealed that Mr. Oyegunle was significantly behind on his filing, and that delays in timely and accurate documentation in Kids Direct had occurred. Ms. Rowland-Smith indicated that the audit revealed poor paperwork and documentation on Mr. Oyegunle's part; however, no additional cases of suspected falsification were discovered.

INSPECTOR GENERAL'S COMMENTS

The information obtained *supports* the Allegation that Family Enrichment Center, Inc. Family Development Specialist Olawale ("Wale") Oyegunle was not in contractual or policy compliance by failing to conduct a required quarterly relicensing home visit, and by entering incorrect home visit dates on a foster home relicensing packet. The foster parent denied seeing Mr. Oyegunle prior to January 8, 2010, and indicated that no FEC

home visits occurred during the period of July 24, 2009 through January 8, 2010. Additionally, Mr. Oyegunle admitted that he did not conduct the required quarterly home visit with the [REDACTED] family during the fourth quarter of 2009 (October 2009 through December 2009), and offered no reason for not completing the required home visit. Mr. Oyegunle accepted responsibility for mis-reading one of the home visit dates (November 9, 2009) from the [REDACTED] file, and said he also accepts responsibility for incorrectly recording home visit dates (August 23, 2009 and July 16, 2009) from other unknown cases onto the [REDACTED] relicensing packet.

It is recommended that the SunCoast Regional Director review the findings of this investigation, provide a copy of this report to the management of Hillsborough Kids, Inc. and Family Enrichment Center, Inc., and request that a copy of this report be placed in Mr. Oyegunle's personnel file.

In compliance with §20.055(6)(e), F.S., a copy of this report was provided to Mr. Oyegunle on May 11, 2010. No response was received from Mr. Oyegunle.

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This investigation has been conducted in accordance with the ASSOCIATION OF INSPECTORS GENERAL Principles & Quality Standards for Investigations.